

State of Connecticut Department of Public Utility Control

Get ready to change the way you dial in CT

Get ready to change the way you dial your local calls in Connecticut...

To ensure a continuing supply of telephone numbers in the state of Connecticut, the Department of Public Utility Control ordered two Area Code Overlays in Connecticut. The 475 area code will be added later this year to the area served by 203 and the 959 area code will be added at a future date to the area served by 860.

What is an Area Code Overlay?

An overlay is the addition of another area code (475) to the same geographic region as an existing area code (203). **An overlay does not require customers to change their existing area code or phone number.**

Who Will be Affected?

All Connecticut customers with a 203 or 860 number will have to change the way they dial local calls. The new 475 area code will serve customers in the same geographic region as the current 203 area code and the new 959 area code, when implemented, will serve customers in the same geographic region as the current 860 area code.

What Will be the New Dialing Procedure?

To complete local calls, the new dialing procedure requires callers to dial **area code + telephone number**. This means that all local calls in Connecticut that are currently dialed with seven digits will need to be dialed using area code + telephone number.

When Will the Change Begin?

Beginning **May 16, 2009**, you should begin using the new dialing procedure whenever you place a local call in Connecticut. If you forget and use the old dialing procedure of dialing just seven digits, your call will still be completed.

Beginning **November 14, 2009**, you **must** use the new dialing procedure for all local calls in Connecticut. If you do not use the new dialing procedure, your call will not be completed, and a recording will instruct you to hang up and dial again.

Beginning **December 12, 2009**, new telephone lines or services may be assigned numbers with the 475 area code.

The new 959 area code telephone numbers will be assigned at a future date. No dates have been announced at this time.

What Will You Need to Do?

In addition to changing your dialing procedure, all services, automatic dialing equipment, or other types of equipment that are programmed with a 7-digit telephone number will need to be reprogrammed to use the new dialing procedure. Some examples are life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, gates, speed dialers, mobile phone contact lists, call forwarding settings, voicemail services, and similar functions. Be sure to check your business stationery, advertising materials, personal checks, and your personal or pet ID tags to ensure the area code is included.

What Will Remain the Same?

- Your telephone number, including current area code, will not change.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- You can still dial just three digits to reach 911.
- If 211, 311, 411, 511, 611, 711 and 811 are currently available in your community you will still dial them with just three digits

